



ACE Annison Ltd.

"We accept no substitutes for Great Stuff + Great Price"

Office & Show Room Address:
1300 Rodick Road, Unit B (Hwy 7/Hwy 404)
Markham, Ontario, Canada, L3R 8C3
Tel: (905) 944-8203 Fax: (905) 305-9160

Email: AceCanada@AceAnnison.com
Web Site: <http://www.aceannison.com>
Toll Free: 1-877-868-8688



Please read and follow these instructions carefully.

Credit Note / Return Policy

Getting Started:

- Please double check all the incoming items by its quantity and quality.
- Mark any broken items on the invoice. All claims, if applicable, can only be made once, **collectively**, on each invoice. It has to be made **within 10 days**.
- You will be required to **take a picture** of all the damaged items **if asked**.
- Place all the damaged items in a box.
- E-mail your report to AceCanada@AceAnnison.com or fax to us with detailed description of the problem. We will contact you for pickup of the damaged items by phone upon receiving your e-mail or fax. It will take approximately 7 business days to process your request as we need to pull out the packing list record & check our warehouse camera to ensure honesty and integrity.
- We can only refund to your credit card if the purchase was made by credit card payment option & if this is your last business dealing with us. Otherwise, **all claims can only be issued as a credit note** to your account towards your next purchase.
- We understand that not all businesses can visit the trade show every ½ year. Hence, we allow all credit notes to expire after 1.5 year instead of one year from the date of issuance.
- Please work together with us to minimize our combined loss – we don't mind occasionally taking a loss - but not all the time. In extreme cases, we rather choose not to conduct any more business with companies who are dishonest, or express unreasonable claims.

Shipping your Damaged Items back:

We will provide you with our local or nearest Collection Centre's shipping address for you upon receiving your Damage Report email. We will pay for the return freight cost. If applicable, we will arrange our regional sales staff to visit your store to examine the damaged items. All unreasonable claims will be monitored throughout the year.

Thank you for your cooperation.

Company Name: _____ Ace Customer #: _____ Invoice # _____

#	Item #	Description (Cup or Mug Only? Gift Box? Defect-still sellable? ... ???)
1		
2		
3		

Claim Fax Line: (905) 305-9160 | Claim Email: AceCanada@AceAnnison.com | Toll Free in North America: 1-877-868-8688